

Child and Family Services Update

Monday, October 29, 2001

Child Welfare Institute Awards--2001

By Richard Anderson

We would like to express our congratulations to all of our Child Welfare Institute award recipients for their excellent work and our thanks for the example they set for all of us.

"Excellence in Practice--Caseworker Awards"

Southwest Region	Jim Young
Eastern Region	Winona McGann
Western Region	Afton Wisner
Salt Lake Valley Region	Charri Hermanson
Northern Region	Gordon Willey

"Community Partner Award"

Kit Hansen, President, Utah Foster Family Association: Kathryn "Kit" Hansen, along with her family, has provided exceptional care to many, many children who have come into the custody of the Division. Kit specializes in caring for children who are technology-dependent via tracheotomies, gastrostomies, and other extreme medical conditions. Besides caring for children and their families, Kit has used her 20+ years of experience to advocate for system change. Kit has served as the president of the Salt Lake City Foster Family Association and, for the last two and a half years, as the Association's State President, promoting better working relationships. Kit served as the foster parent voice during the development of the Practice Model. She was instrumental in ushering in the Utah Foster Care Foundation and serves on numerous other boards and committees for Valley Mental Health and the Office of Licensing. Kit exemplifies the Practice Model principles--most notably that of partnership. She works closely with the families of children who are in her care and is known to go "above and beyond" when transitioning children to new homes or while peer parenting. In one instance of peer parenting, Judge Valdez, recognizing the importance of Kit's involvement with a family, assigned her to them for "life"! She is respected for her professionalism by Division administration, region directors, line staff, other community partners, and the vast number of foster and adoptive families she has helped over the years.

"Lifetime Achievement Awards"

Irl Carlson, Western Region: Irl has worked for Child and Family Services since September 27, 1971 (the past three years in Western Region). Paul Curtis considers Irl "a key person in the region", handling much of the training and supervising a CPS/In-Home unit. Irl is an excellent supervisor, with a natural ability to support those who work for him as well as the clients he works with. He possesses and imparts both wisdom and knowledge and does a good job diffusing volatile situations. Prior to his work in the Western Region, he worked full-time in the state office

coordinating training statewide. Irl is not a social worker by education--he is an educator. He began his career with the Division looking for an opening in Social Services. He found one in Child Protective Services and worked there in Salt Lake for several years before he left to work in training. He is much appreciated for his diversity, experience, and especially his great sense of humor!

Clair Nielson, Western Region: Clair started with Child and Family Services on January 2, 1968. He spent time in the state office in 1995 when the Family Preservation grant was allocated, helping to establish that program. He has been a supervisor in several areas and was the Associate Region Director in Provo for 10 years. He currently supervises a terrific group of people in the adoption unit in the Western Region, providing both pre- and post-adoption services. He earned his Masters Degree in Social Work from Arizona State University. Clair has had some very poignant experiences working for the Division, but says there are sometimes happy endings to tragic stories. Claire is described as exceptional--both as a social worker and as a human being. He has been married to the same woman for many years, and they have successfully raised four beautiful daughters, with the youngest following in her father's footsteps, currently working on her graduate degree in Social Work at Arizona State.

Rose Miller, Eastern Region: Rose was born in Detroit, Michigan to a wonderful Italian family. She began work with Child and Family Services in 1980 when Mental Health was still a part of the division, doing counseling in Alcohol and Substance Abuse. When Mental Health became an agency, Rose stayed with Child and Family Services, focusing her attention on youth. She earned both her Bachelors and Masters Degrees in Social Work from Utah State University. She has devoted herself to teens who are hurting--and they love her. She has an outstanding relationship with the schools, corrections, courts, and many of the local businesses in Roosevelt and Vernal, last year receiving the "Woman of Achievement" award. She is famous for the wonderful spaghetti luncheons she gives as a reward for her teens who are meeting goals they've set. Her list of accomplishments includes serving two years on the Uintah Basin Food Pantry Executive Board, Area 3 Chairperson for the Utah Special Olympics, and as the Executive Director of "Kids with Energy" (a group of High School kids Rose organized into a welcoming committee for children moving into the community). She has also served eight years on the Utah Area Association of Directors of Volunteers, three years on their executive board, one year on the Council on Alcohol Policy of the National Association of Public Health Policy, three years on the National Committee for Mental Health Education, four years with the Utah Federation for Drug Free Youth, and three years on the Governor's Advisory Board on Alcohol and Drug as District Representative and Director.

"Special Recognition for Community Partnering and Outreach"

Deena Ott, Salt Lake Valley Region, West Valley Office: Deena has been a CPS Lead Worker for several years. She is currently working with the Kearns/Taylorsville/West Valley team. She never ceases to impress those around her with her ability to engage families and coworkers. She embodies the Practice Model skills and tries to assure that we not only apply them to our clients but to each other as well. Deena has received letters from clients that she had to substantiate for abuse or neglect, thanking her for her help. She is a true leader and just naturally looks for strengths

in all situations. She relates well to clients and is not threatening, allowing them to open up quickly to her. Deena is always first to welcome new workers to the team. She works hard to protect children while preserving and strengthening their families. She always goes above and beyond the call of duty. Practice Model skills are the way Deena has always done her work. Deena is someone you can rely on to help you no matter how busy she is or how much she has on her plate--she's always there when you need her.

Kathy Trout, Northern Region, Brigham City: Kathy is the Support Staff Supervisor in the Northern Region, Brigham City office, but her influence extends far beyond her unit as she works to improve the image of Child and Family Services in the community. During the past year, Kathy arranged a resource tour for the new workers, introducing them to key people at various partner agencies. She also organized a successful resource fair where directors of community agencies networked with each other and the Division. She was the instigator of a Foster Parents' "Sweetheart's Night Out" holding a Children's Valentine Party at the office, with staff participating in this fun evening with the children, giving the parents a chance to have time alone together. She routinely reaches out to community agencies to assist them and has received numerous letters of appreciation for her work. One writer summed it up by saying, "We live in times that are very stressful, so we start to ask who can help, and that is why I am writing to let you know that one of your employees, Kathy Trout, has been such a person who goes beyond her job duties to help her clients." Kathy practices the core values of genuineness, empathy and respect with both employees and the community. She is an excellent teacher who imparts Practice Model principles to those she works with and practices them in her life.

"Marty Palmer Awards"

Marty Palmer was a Utah pediatrician with a national reputation for his work in sexual abuse. He started the Child Protection Team at Primary Children's Medical Center and the University of Utah Medical Center with Pat Rothermich and Tom Metcalf in 1978. He died in 1992 at the age of 62. He is remembered with respect and gratitude as a large and gentle man and an excellent practitioner. Among previous recipients are Pat Rothermich and Richard Anderson.

2001 Recipients: Practice Model Facilitators

Southwest Region

**Lori Orton
Cathy Edwards
Jerna Mitchell**

Eastern Region

**Dave Emmett
Carolyn Henry
Reba Nissen
Greg Daniels
Melissa Herrera
Phyllis Lee
Kevin Webb**

Northern Region

**Grant Bartholomew
Carol Baumann
Mike Pomeroy
Cindy Lundquist**

Western Region

**Bert Peterson
Irl Carlson
Lynn Jacobson
Antonella Mirabella-Kelly
Brent Platt
Bonnie Skoy
Trish Coburn
James Loveless**

Salt Lake Valley Region

**Jackie Webb
Roland Oliver
Scotti Davis
Kirk Read
Spence Morgan
Jamie Hayden
Betty Owen
Troy Randall
Caryn Silberberg
Kelly Powers
J.J. Glazier
Kate Jensen
Heber Tippetts
Megan Wiesen
Feleti Matagi
Patti Van Wagoner**

Mental Health Frontiers Project

**Randy Soderquist
Sherilin Rowley
Michael Gibbons
Zena Robinson
Tericia Leavitt
Mary Ann Williams
Tracy Johnson**

State Office

**Midge Delavan
Leroy Franke**

Of special note, **Cornelius Bird** from the Child Welfare Policy and Practice group (CWPPG) was honored as a leader of facilitators and an excellent representative of CWPPG.

We would like to thank all those who helped make the Child Welfare Institute a success, particularly including **Marlene Goodrich, Midge Delavan, Joelle Horel, David Justus, DJ Hicks, Judy Miller, Brooklynn Gray**, and all of our fantastic training people named above.

Indian Child Welfare Act's New Web Page

By Savania Tsosie

I would like to start off by saying that I am very excited and delighted to be given this opportunity to serve as the Indian Child Welfare Act (ICWA) Specialist. As the ICWA Specialist, my goal is to assure the appropriate implementation and compliance of this federal law when administering Indian child welfare services to Indian children and families by the Utah State Division of Children and Family Services.

To assist in your efforts to implement and comply with the ICWA's legal requirements, I will be available to provide technical assistance, training, monitoring and evaluation, understanding of federal rules and regulations, and program-specific information. If you need to contact me, **I can be reached at (801) 538-4146 or my e-mail address is stosie@hs.state.ut.us**. I look forward to meeting you and assisting in any way I can.

Information about ICWA has been placed on our website at www.hsdcs.state.ut.us. Here is what you will find on the website, and much more.

The ICWA – 25 U.S.C. 1912 et seq. – was passed “...to protect the best interests of Indian children and promote the stability and security of Indian families and tribes.” The ICWA is a **FEDERAL LAW** that regulates placement proceedings involving Indian children.

What are the minimum federal standards regarding?

WHO IS PROTECTED BY ICWA?

WHAT PROCEEDINGS ARE COVERED BY ICWA?

WHAT PROCEEDINGS ARE NOT COVERED BY ICWA?

HOW DOES ICWA OPERATE?

WHAT IS THE SPECIFIED ORDER FOR PLACEMENT PREFERENCES?

WHAT ARE THE RIGHTS OF PARENTS OR CUSTODIANS?

WHAT ARE THE RIGHTS OF THE TRIBES?

The ICWA was created in 1978 by the federal government in order to reestablish tribal authority over adoption of Indian children. The goal of the act when passed in 1978 was to strengthen and preserve Indian families and culture.

For answers and information about the above questions, **please read the ICWA website**. For more detailed information regarding this **FEDERAL LAW**, click on the link to the North American Indian Legal Services (NAILS) directly from our website.

Western Region's Qualitative Case Review

By Linda Wininger

The exit conference for Western Region's Qualitative Case Review (QCR) was held September 21, 2001. Much good information was discussed that day. Thinking that all regions and all DCFS employees could benefit from the discussion of the issues, I thought I would summarize and highlight a few for the Update.

Before the reviewers got to the heart of the matter, they wanted to emphasize that they saw Practice Model training evidenced in much of the work. It was clear that many of the techniques had been implemented only recently but they saw examples of cases progressing as a result of the training and the reviews.

Caseworkers received lots of praise and compliments from both clients and reviewers. They were described as committed, caring, professional, non-judgmental, responsive, and as having good engagement skills. There were examples of cases turning around when caseworkers were assigned to a case. Foster parents were praised and the reviewers often stated that foster parents were an excellent resource for the region.

The exit conference then began to look at specific areas that have been targeted in the past.

- Teaming–Reviewers commented that they were starting to see expanded use of Child and Family Team (CFT) meetings. There were examples of good coordination between DCFS and other agencies. The region was encouraged to make sure that the family is a full and equal participant in the team, that there are face-to-face meetings with all partners, and that the team is accountable with everyone on the same page. It was suggested that a CFT meeting before case closure would help with the Long-Term View.
- Functional Assessment–It was commented that Functional Assessments (FA) were beginning to be a part of the cases, though in most cases this is very recent. There were some excellent examples seen. FA is a process and CFT should continue to be used to do the assessment so that all team members can share in the "Big Picture." There needs to be a functioning team to have a FA. Long-Term View will improve when CFT and FA are used consistently.
- Permanence–Continuing to develop concurrent planning starting early in the case will impact permanence and Long-Term View.

System issues that were identified included problems with the Office of Recovery Services or Mental Health services and DCFS, which indicate a need for better communication between DCFS and other agencies. There is also a need for voluntary In-Home cases to begin with a CFT meeting that include the development of a working agreement. Better transitions between CPS and other services was also identified.

Western Region selected a couple of issues to work on in the coming months. They included face-to-face transitions for the family with the child and family as the focus and an improved screening process for voluntary cases at Intake including full disclosure of the way that voluntary services works with a family through the working agreement.

Administration also committed to consistently focus on the QCR with training that centers on the issues. The central focus will be on the Milestone Plan and the Practice Model. There was also a commitment to raising the level of mentoring and feedback and stabilization of the load with replacement of old requirements rather than adding more on top. The emphasis will continue to be on what is good about the work we do–a strengths-based perception!

Practice Model General

By Tom Kelly

I am the very model of a Practice Model General.
I've completed all my training, and mastered the material.
I use the model daily, whenever it is practical.
Yes I am the very model of a Practice Model General.

I can do an assessment on the Functioning of Families.
I use solution-focused questions, to put my clients at their ease.
I use gen-o-grams and eco-maps, and many other strategies.
And most important is, I'm always kind and say please.

He is the very model of a Practice Model General.
He's completed all the training, and mastered the material.
He uses the model daily, whenever it is practical.
Yes he is the very model of a Practice Model General.

Within 30 days I deliver a completed service plan.
If they are over 16, I throw in an independent living plan.
With in 5 days they have a CHEC up with the Doctor Man,
And I always visit with CPS workers, Roger, Lance, or Al-an.

He is the very model of a Practice Model General.
He's completed all the training, and mastered the material.
He uses the model daily, whenever it is practical.
Yes he is the very model of a Practice Model General.

I can hold a team meeting for the families.
I do staffings with Guardians and AG'S.
By the first of the month, I do logs of activities,
And overdues on SAFE, I have none of these.

He is the very model of a Practice Model General.
He's completed all the training, and mastered the material.
He uses the model daily, whenever it is practical.
Yes he is the very model of a Practice Model General.

I can pass any audit QCR can throw at me.
Cause I've got the model down almost perfectly.
But I'm not quite as good as Ed or Kenny,
And for this I hope my supervisor will not fire me.

Yes, he is the very model of a Practice Model General.
He's completed all the training, and mastered the material.
He uses the model daily, whenever it is practical.
Yes he is the very model of a Practice Model General.

In all my cases I consider the long-term view,
Partnership, permanence, and strength based to.
And if all these things you would promise to do,
Then you could be a Practice Model General to.

Then you could say

I am the very model of a Practice Model General.
I've completed all my training, and mastered the material.
I use the model daily, whenever it is practical.
Yes I am the very model of a Practice Model General.